

VETERANS'

Winter 2007

Wellness

**Are you getting
enough vitamins?**

**82-year-old
runner in hot
pursuit of life**

**Help your family
survive a crisis**

**Foot woes:
Self-help solutions**



A guide to healthy living for the veterans of upstate New York

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About our mailing list

We make every effort to maintain an accurate mailing list. To be **removed** from our mailing list or to notify us of a patient's death, please call the Veterans Service Contact Center at **1-888-823-9656**.

If you would like to be **added** to our mailing list or have a suggestion for us, please write to Editor, *Veterans' Wellness*, Network 2 Communications, 465 Westfall Road, Rochester, NY 14620, or e-mail Kathleen.Hider@va.gov.

Please be sure to include your phone number with all correspondence. **Do not send your Social Security number or medical history.**

Cover photo courtesy of U.S. Army

Starting the new year on the right foot



Stephen L. Lemons,
Network Director

Happy New Year! I hope you're enjoying our 2008 preventive health and wellness calendar and are using it to set some healthy goals for yourself this year. I'm pleased to report that our Network is meeting or exceeding its clinical quality measures. Currently, we rank No. 1 nationally among 21 VA Health Care Networks on Veterans Health Administration's (VHA) Performance Measure "Vital Signs" report card. The report card measures the full spectrum of care—quality, access to services and patient satisfaction (see page 5 for more information.)

For inspiration, read Jack Groskin's story on page 3. Jack has been running since World War II and is proof of how exercise can keep you healthy. On page 7, there is another great story about one of our doctors, Craig Miller, who recently served in Iraq. While in Iraq, he continued to care for patients back home through the use of telemedicine. Finally, we hope you will learn some helpful tips on how to treat some common foot problems on pages 8 and 11 along with research about a new treatment for rheumatoid arthritis on page 10.

Sincerely,

STEPHEN L. LEMONS,
Ed.D., FACHE
Network Director

Prevent the flu bug from biting

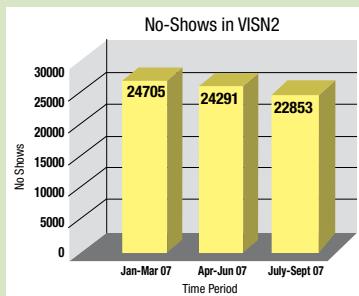
Department of Veterans Affairs (VA) is urging all veterans to receive flu vaccinations this season. The vaccine is free for veterans enrolled in VA's health care system and is offered at all of our medical centers and 29 community-based clinics. Check with your nearest VA facility to learn about the flu vaccination.

Vaccination is a simple way of preventing serious health care problems, especially among the elderly, those with compromised immune systems and veterans with spinal cord injuries.

For more information about the flu, visit www.publichealth.va.gov/flu/.

No-shows

A patient who doesn't arrive for his or her appointment at a VA clinic or medical center and doesn't cancel beforehand is called a "no-show." We are dedicated to working with veterans to bring these numbers down. In fact, the number of no-shows decreased by almost 12 percent between the first and third quarters. Help us serve your fellow vets by calling ahead to cancel.



New VA pre-registration program

The pre-registration program updates a veteran patient's basic information, including address, phone numbers, insurance information and emergency contacts. Veteran Contact Center employees will be calling patients for their information. If you haven't updated your information in the past six months, please call **(800) 823-9656**. It's very important to keep our records up to date to improve customer service.

New lifeline offers a helping hand

Have you been feeling that life is too much to handle lately? Have you had thoughts of suicide? VA's National Suicide Prevention Lifeline can be reached by calling **(800) 273-TALK (8255)** or **(800) SUICIDE (784-2433)** and choosing prompt "1." Nurses, social workers and addiction therapists are on hand to help callers, who may choose to remain anonymous.

The line has been up and running since July 15. "We knew there was a need, especially with returning Iraq veterans and the emotional crises they were having," says Jan Kemp, R.N., Ph.D., VA suicide prevention coordinator. Concerned family and friends of veterans can call, too.

Running at life

Almost 50 years ago, World War II veteran Jack Groskin, of Fayetteville, started running. Running makes Groskin feel good and helps him fight the headaches and nightmares that plague him from his military days. As part of the 4th Marine Division, he was one of thousands of men to storm Iwo Jima's shores. What ensued was one of the bloodiest battles in the history of the Marine Corps.

Groskin suffered for many years from battle fatigue, or post-traumatic stress disorder as it's called today. Medications and other therapies didn't entirely work, but running, which he discovered when he was 35, seemed to help take the edge off his pain. "I became obsessed with running," Groskin says.

He still is. Groskin is 82 now and far removed from the 19-year-old Marine on that far-flung Pacific island. His pace has slowed somewhat—five years ago he had to cut back on his three-mile-a-day running regimen—but he's still meeting challenges head on. "My knees are still good," Groskin says. This past year, he ran the 100-meter dash at the Empire State Senior Games with a time of 25.2 seconds. The 200-meter dash is at the top of his to-do list for next year.



Groskin has a checkup at Syracuse VA.



Groskin competes in the Senior Games.

His recipe for success is simple: Keep going, no matter what. "I just can't say, 'I'm not going to do anything today,'" says Groskin. He created a mini health club in his home's basement with seven different pieces of exercise equipment that help him warm up for his daily morning run. His wife of 55 years, Hannah—an avid swimmer who also competes in the Senior Games—provides support and keeps their home free of high fat, high calorie temptations.

While staying active and eating

right have kept his mind and body healthy all these years, Groskin wishes his peers could do the same for themselves. Case in point: He was the only competitor in the 100-meter dash's age 80–84 category at the Senior Games, which netted him the gold medal. "All my friends, they don't do things like running, and they've had heart troubles," he says.

"Exercise is forever. If you keep moving, even in your 80s, you're going to be able to do more," says Groskin, "and really enjoy life."

Are you getting enough vitamins?

Even healthy diets can lack certain vitamins or minerals. If you think your diet is lacking, ask your health care provider to recommend a supplement.

Check the chart below to make sure you're getting enough of these essential nutrients.

| Nutrient | Why you need it | How much you need each day | Where to find it |
|--|---|--|---|
| Vitamin E | protects cells from damage and boosts the immune system | 15 mg of the alpha-tocopherol form of vitamin E (this is the only kind used by the body) | almonds and other nuts, vegetable oils, seeds, wheat germ and spinach |
| Calcium | builds strong bones and protects against bone loss | 1,200 mg | dairy foods like milk, yogurt and cheese and calcium-fortified orange juice and soy milk (choose low fat or fat free) |
| Vitamin D | helps the body absorb calcium from foods | 400 IU | dairy foods and fortified orange juice |
| Folate (also known as folic acid) | helps the body make new cells | 400 mcg | dark green, leafy vegetables; dried beans; oranges; fortified cereals; pasta; and bread |



Zesty chicken

Serves two

- 2 tbsp plus ¼ cup chunky salsa, divided
- 4 tbsp zesty Italian salad dressing, divided
- 2 boneless skinless chicken breast halves (4 ounces each)
- 2 slices part-skim mozzarella cheese
- cooked brown rice

1. In a large resealable plastic bag, combine 2 tablespoons salsa and 2 tablespoons salad dressing; add the chicken.
2. Seal bag and turn to coat; refrigerate for at least 2 hours (or overnight).
3. In a small saucepan, combine the remaining salsa and dressing; cook over low heat until heated through, stirring occasionally; set aside and keep warm.
4. Preheat oven to 350° F and bake chicken for 30 minutes, or broil for 6 to 8 minutes on each side or until juices run clear.
5. Top with cheese and salsa mixture. Serve over rice.

*Calories per serving: 330
Total fat per serving: 15g*

Cooking for one (or two)

Cooking can be a daunting task when you're single or if you're only cooking for two. Here are some ways to make it a little easier:

- Purchase food in smaller packages.

- Use simple recipes, keeping ingredients to less than five.

- Prepare one-dish meals.

- Use bags of frozen vegetables and cook single servings.

- With more difficult recipes, cook extra portions so you can put a meal or two in the freezer.

- Look for low fat frozen dinners with 700 milligrams of sodium or less, such as Healthy Choice, Weight Watchers and Lean Cuisine brands.





Performance reaches the highest level in 2007

VA Healthcare Network Upstate New York had an outstanding year in 2007, most notably for quality, access and patient satisfaction. Despite more stringent standards and higher performance targets than prior years, our staff met these challenges with great success.

Upstate New York ranked first among 21 VA networks nationally for clinical quality measures as well as for the entire range of performance metrics. We led Veterans Health Administration (VHA) nationally in cancer screening and tobacco management, while also generating the shortest provider wait times (percentage of patients seen within 30 minutes). Emphasis on alternatives to hospitalization resulted in the highest percent-

age nationally of patients cared for in home and community settings.

New performance contracts

In 2007, we created performance contracts for senior leaders network-wide at each medical center. These contracts were developed with precise standards intended to promote performance at the highest levels of VHA. In support of the new contracts, performance tools were developed to allow monthly measurements on one scorecard. In addition, monthly operations briefings with each medical center were introduced.

These briefings, along with the performance tools, have increased discussion on all aspects of performance and operational issues and have produced wider staff involvement in process

improvement, greater accountability and more effective action planning.

Looking to the future

Although the network achieved excellent performance in 2007, we plan to further improve care delivery and patient results in 2008. Objectives include consistent excellence across all locations of care, improving access for both new and established patients in all primary and specialty clinics and continually improving patient satisfaction, in both inpatient and outpatient settings.

We look forward to building upon these successes in 2008 and beyond on behalf of all our patients, their families and the entire veteran community.



Preparing for a disaster

Assemble a supply kit to get your family through a crisis

Tornadoes, hurricanes, floods, fires, acts of terrorism and other unexpected emergencies can force you to evacuate your home at a moment's notice—or confine you inside of it. How would your family fare if you couldn't get to a store for days or more? Prepare for a disaster before it strikes by assembling a supply kit to care for your family's needs in an emergency.

Your kit should contain basic items your family would need to stay safe and comfortable during and after a disaster. Be sure to include the following:

- a three-day supply of water (one gallon per person per day)
- a three-day supply of nonperishable foods and a manual can opener
- any special foods or dietary items family members need
- a flashlight and extra batteries
- extra clothing and blankets
- matches and cooking equipment
- all prescription medicines
- medical supplies (diabetes testing and medication supplies, catheters,

syringes, inhalers, nebulizers)

- over-the-counter medicines (pain reliever, antidiarrhea medicine, antacids, antihistamines, eyedrops)
- a cooler with ice or freezer packs to keep any drugs cold that must be refrigerated

- infants' items like formula, diapers, wipes, bottles, pacifiers
- a first-aid kit (sterile gloves, bandages, cleansing agent or towelettes, antibiotic ointment, burn ointment, eye-wash solution, scissors, tweezers, petroleum jelly, cold packs)

- a thermometer
- hearing aid and batteries
- wheelchair batteries
- eyeglasses and contact lens

solution

- toilet paper, feminine hygiene supplies
- denture needs
- oxygen
- cash
- copies of identification, credit cards, vital

medical documents such as insurance and Medicare cards, health records, proxies, prescriptions

Assembling your kit

Find an easy-to-carry container, such as a backpack or a plastic bin, in which to pack your kit. Seal all items in airtight plastic bags and store your kit in a place where it will be easy to grab and go if necessary. Plan for the needs of any disabled family members and give your power company a list of all power-dependent life support equipment your family uses. Develop a contingency plan that includes an alternate power source for the equipment, such as a portable

generator or battery. Re-evaluate your family's needs and update supplies at least once a year. Check medications for expiration dates every six months and replace when necessary.



From New York to Iraq—and back

Answering his country's call

Every day, Craig Miller, M.D., a dermatologist with VA Healthcare Network Upstate New York, treated military men and women who had selflessly served their country. Interacting with these patients got him thinking: Maybe it was time he gave back to his country, too.

Dr. Miller had only been with VA for about a year when the September 11 terrorist attacks took place. The tragic events of that day left no doubt in his mind of what he needed to do. He enlisted in the Air Force Reserves and was trained as a flight surgeon.

Going above and beyond

Dr. Miller eventually was sent to Kirkuk, Iraq, about 150 miles north of Baghdad. From January to May 2007, he served in a small medical unit and tended to everything from battle injuries to minor sniffles. “Our job was to maintain the effectiveness of our fighting forces by keeping them healthy,” Dr. Miller says. He set up the only dermatology clinic in northern Iraq, where he discovered some cases of skin cancer among reservists. “This Iraq conflict is unique because now we have an aging reservist population,” he says, “so we’re seeing health issues that tend to pop up in older people, such as skin cancer.”

His unit also cared for civilians who were caught in crossfire. He says that the courage the Iraqi people showed every day never ceased to amaze him.



Craig Miller, M.D., examines a patient in Iraq.



Craig Miller, M.D., became a flight surgeon after the events of September 11, 2001.

Performing double duty

Because of his dedication, Dr. Miller continued to take care of his regular patients back home while he was in Iraq through a process called telemedicine. A physician assistant and primary care doctor were trained to see his patients and then send him patient images over a secure computer network. Dr. Miller studied each case, from dermatitis to skin cancer, to make sure nothing was overlooked and gave his recommendations.

Now that’s he’s back stateside, Dr. Miller is seeing his patients face to face again and his military experience has created a greater patient connection. “It gives them this whole other perspective of me,” he says.

His experience has given him an even greater respect for where he practices medicine. “I’ve worked in the outside world, in places other than VA, and I’m very impressed with the care we provide here,” he says.

The feet beat

Self-help solutions for common woes

Our feet travel more than 100,000 miles in a standard lifetime—enough to cause plenty of aches and pains. Below we'll discuss some common foot problems and their remedies. Talk to your health care provider if discomfort remains.

Bunions

The problem: High heels and pointy shoes can change the shape of your foot, turning the big toe toward the second toe. This causes the bone that sticks out to rub against the inside of the shoe, forming thick, rough and painful tissue.

The remedy: Wear properly fitting, soft leather, low-heeled shoes with plenty of toe room. An over-the-counter bunion pad can ease pressure.

Heel pain

The problem: This condition arises when the tissue that runs from heel to toe along the bottom of the foot becomes inflamed. Repeated stress can tear the tissue from the heel bone, causing pain.

The remedy: Switch to low-heeled supportive shoes and rest for a few days. Massage your feet daily with ice or roll your heel over a frozen juice container. Calf stretches can strengthen the tissue.



Ingrown toenail

The problem: Pressure on the toe can cause the corners of the nail to curl down and cut into the soft toe tissue, resulting in swelling and pain. An improperly cut nail or tight shoes can cause an ingrown toenail to form.

The remedy: Soak the toe in warm water to soften the nail. Insert a small amount of absorbent cotton under the nail edge to keep the nail from cutting the skin. Repeat this daily until the nail grows out. From now on, cut your toenail straight across, not on a curve.

Hammertoe

The problem: Toes bend unnaturally and become clawlike when the toe tendons contract, forcing the toe to bend downward while its middle joint sticks up.

The remedy: If it causes problems

walking, felt pads and padded toe sleeves, available at most pharmacies, can ease discomfort. Buy wide shoes with rubber or flexible soles.

Calluses and corns

The problem: Repeated pressure causes skin to harden on the ball of the foot or underneath the toes, forming a callus or a corn.

The remedy: Soak your foot in warm water until the skin softens. Use a pumice stone or callus file to remove the skin. Protect the area with a light bandage and avoid ill-fitting shoes.

For more information about foot health, log on to My HealtheVet at www.myhealth.va.gov.



Become a part of our team!

VA Healthcare Network Upstate New York is an employer of choice. We believe that a diverse workforce makes our organization stronger, and we want our workforce to represent our veteran population. If you're interested in working for VA, log on to www.vacareers.va.gov or www.va.gov/jobs, or visit your local VA human resources department to learn more.

Focus on minority veterans

VA has created a focused outreach program with special emphasis on increasing local awareness of minority veteran-related issues and developing strategies to increase their enrollment and participation in VA health care programs. The minority veterans program promotes:

- VA benefits, programs and services for minority veterans
- producing activities that sensitize internal staff to the needs of minority veterans
- targeting outreach efforts to minority veterans through community networks
- identifying gaps in health care for minority veterans and making recommendations to improve service within facilities

For more information about VA's minority veterans program, log on to www1.va.gov/visns/vsn02/vet/minority.cfm or call your local VA medical center and ask to speak with the minority veterans program coordinator.

New study aimed at women in the military

The Defense Department Advisory Committee on Women in the Services conducted a study on why women were more likely than men to leave the military after only five to eight years of service.

The main reason for early departure was family. The number of women veterans in need of transition assistance from military life to civilian life increases every day, and the study concluded that women should be allowed to re-enter the service after a leave of absence, as many military service members do for educational reasons.

Angel Flight Northeast helps veterans

Angel Flight Northeast is a nonprofit organization that provides free air transportation for patients in need of access to medical care. For more information, visit www.angelflightne.org or call (800) 549-9980. You can also contact the Patient Advocate at your nearest VA:

Albany: Maura Catano (518) 626-6934

Bath: Judy Harris (607) 664-4797

Canandaigua: Laurie Guerrieri (585) 393-7612

Syracuse: Colleen Lancette (315) 425-4345

Western New York Health Care at Buffalo: Henry Patronski (716) 862-8852

Western New York Health Care at Batavia: Tom Bligh (585) 297-1121

Attention Rochester vets with back pain

More patients are needed for a chronic lower back pain study that evaluates the effectiveness of spinal manipulative therapy and active exercise therapy. Conducted by the New York Chiropractic College partnering with the Canandaigua VA Medical Center, therapy will take place at the Rochester VA Outpatient Clinic and private chiropractic and physical therapy practices within the Rochester community.

If you're suffering from lower back pain and are interested in learning more about the study, please call (585) 463-2673.

Sharpen your memory!

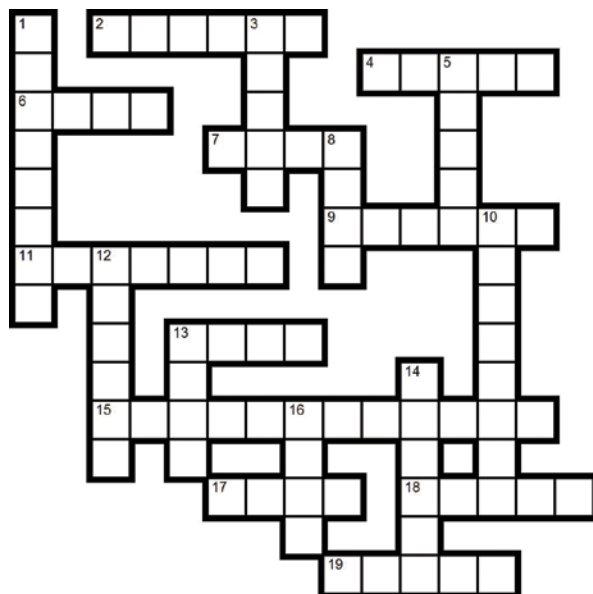
Across

- 2 Clean bill of ____
4 Large intestine
6 Eat, in slang
7 Where's the ____?
9 Lack of vitamin C causes this disease
11 Deficient
13 ____ fight
15 Disease that causes bone loss
17 Got ____?
18 Supplement, verb
19 ____ up your metabolism

Down

- 1 Vitamins and ____
3 Opposite of energetic
5 Body's storage facility
8 ____ oil
10 The sunshine nutrient
12 Edible orange root
13 Lipids
14 Vitamin every pregnant woman needs
16 A tough ____ to swallow

Answers on page 10.



Therapeutic massage

Massage has both physical and emotional benefits. The physical benefits of massage can include increased circulation, lower blood pressure, improved posture, better skin health, reduced muscle tension and relaxation. These can lead to improved sleep, energy, mobility and balance as well as faster healing of strained muscles. Emotional benefits include a stronger sense of peacefulness and well-being.

It's important to choose a reputable massage therapist. Consider checking references and be sure to see a therapist who has a New York state license. You can verify his or her registration online at www.op.nysed.gov.



VA offers many services for women veterans

Department of Veterans' Affairs (VA) has responded to the growing number of women veterans by targeting programs to meet their unique health care needs, including counseling for sexual trauma and health services specifically for women such as Pap tests, mammography and general reproductive health care (including birth control and menopause treatment) at many VA medical facilities. The Veterans' Health Care Eligibility Reform Act of 1996 expanded these services to include maternity and infertility benefits.

The Women Veterans Health program provides a comprehensive system of cost-effective medical and psychosocial services for women. Women veterans are encouraged to contact their local VA Medical Center or VA Regional Office with any questions.

New treatments for rheumatoid arthritis

Rheumatoid arthritis (RA) is a painful inflammation of the joints, most often affecting the hands and wrists, but also the shoulders, elbows, hips, knees, ankles, feet and neck. It can slowly deform and cripple a patient if left untreated. Basic life chores, like holding a fork or writing a letter, become excruciating daily hurdles.

Recently, the first biologic treatments for RA were developed. These drugs target certain messenger proteins in the joints called cytokines. Considered a miracle drug by many patients, these treatments have revolutionized the way RA is treated.

Food and Drug Administration (FDA)-approved biologic agents include Remicade, Enbrel, Humira, Kineret, Orencia and Rituxan. Most FDA-approved drugs are available through the nonformulary request at VA; however, the high drug cost and several side effects including infections, rare possibility of lymphomas and autoimmune diseases preclude most physicians from using them as their first line of treatment.

Sharpen your memory! answers from page 9



VA Wellness Programs

VA Healthcare Network Upstate New York is dedicated to improving the health of our veterans. To help you stay healthy and informed, we are pleased to offer the following wellness programs designed especially for veterans.

Stress Management

Individual counseling is available to help you manage your stress. *For more information, call:*

Albany (518) 626-5339
Bath (607) 664-4331
Buffalo (716) 862-8595
Canandaigua (585) 393-7252
Syracuse (315) 425-3485

Diabetes Management

Develop self-management tools, learn tips on nutrition and exercise to reduce your risk of diabetic complications. *For more information, call:*

Albany, contact your primary care provider
Bath (607) 664-4614 or (607) 664-4626
Batavia (585) 297-1000, ext. 72555
Buffalo (716) 862-8844
Canandaigua (585) 393-7109 or (585) 393-7126
Syracuse (315) 425-2432

Understanding Your Medications

Individual counseling is offered for veterans who need help managing medications. *For more information, call:*

Albany (518) 626-5780
Bath (607) 664-4413, then press 2
Buffalo (716) 862-8881 or (716) 862-3223
Canandaigua (585) 393-7122, then press 2
Rochester Outpatient Clinic (585) 463-2697, then press 2
Syracuse (315) 425-4400, ext. 52026, then press 2

Depression and the Elderly

Individual and group counseling is available to help veterans deal with late-life depression. *For more information, call:*

Albany (518) 626-5339
Bath (607) 664-4301
Buffalo (716) 862-8595
Canandaigua (585) 393-7250
Syracuse (315) 425-3485

Dementia Care Services

Held quarterly in Albany and monthly in Buffalo, the workshop covers a variety of dementia-related topics of interest to patients and caregivers. *For more information, call:*

Albany (518) 626-6051
Buffalo/Batavia (716) 862-3158
Canandaigua (585) 393-7901

MOVE! Program

This national weight-management program is designed to help veterans lose weight, keep it off and improve their health. *For more information, visit www.move.va.gov or call:*

Albany (518) 626-6871
Buffalo (716) 862-8593
Batavia (585) 297-1030
Bath (607) 664-4912
Syracuse (315) 425-4400, ext. 52045
Canandaigua and Rochester Outpatient Clinic (585) 463-2600, ext. 32531

Ask the expert:

Take care of your foot health



THIS ISSUE'S EXPERT:

John Rizzo, D.P.M.,
Podiatrist, Rochester VA
Outpatient Clinic

Q: What's the best way to prevent foot odor?

A: Don't wear the same pair of shoes every day, and allow them to dry out before wearing them again. Removable insoles are also a good idea. Always wash your socks before using them again. You can also try an antifungal foot powder, but if this doesn't work, see your doctor.

Q: Could my shoes be the source of my foot pain?

A: Shop late in the afternoon since your feet swell during the day. Have both feet measured since one is often larger than the other and buy the shoe size for the bigger foot. A properly fitting shoe shouldn't touch the tips of your toes, cramp your foot's width or slip off the back of your heel. Break in new shoes gradually to prevent blisters.

Q: Is foot swelling normal?

A: Painless swelling of the feet and ankles is a common problem, particularly in older people. Possible causes include:

- prolonged standing
- long airplane flights or automobile rides
- pregnancy or gaining weight
- injury or trauma to your ankle or foot

If swelling is severe, see your doctor since it may be a sign of a more significant problem.

Q: Can corns and calluses be treated at home?

A: You can use a pumice stone to remove the thickened skin a little at a time or relieve pressure between the toes with a foam wedge. But if you're unsure of what to do, consult a podiatrist who will be able to remove corns painlessly, apply padding or insoles to relieve pressure or fit corrective appliances for long-term relief.

Q: What is the proper way to cut toenails?

A: Cut or file your nails straight across and never shorter than the end of your toe. Use nail clippers; scissors; a rounded, diamond-chip nail file; or an emery board. If you have an ingrown toenail, see a podiatrist for advice.



Reaching us is easy

VA medical centers

Albany

113 Holland Avenue
Albany, NY 12208
(518) 626-5000
(800) 223-4810

Batavia

222 Richmond Avenue
Batavia, NY 14020
(585) 297-1000

Bath

76 Veterans Avenue
Bath, NY 14810
(607) 664-4000
(877) 845-3247

Buffalo

3495 Bailey Avenue
Buffalo, NY 14215
(716) 834-9200
(800) 532-8387

Canandaigua

400 Fort Hill Avenue
Canandaigua, NY
14424
(585) 394-2000
(800) 204-9917

Syracuse

800 Irving Avenue
Syracuse, NY 13210
(315) 425-4400
(800) 221-2883

Community-based outpatient clinics

Auburn

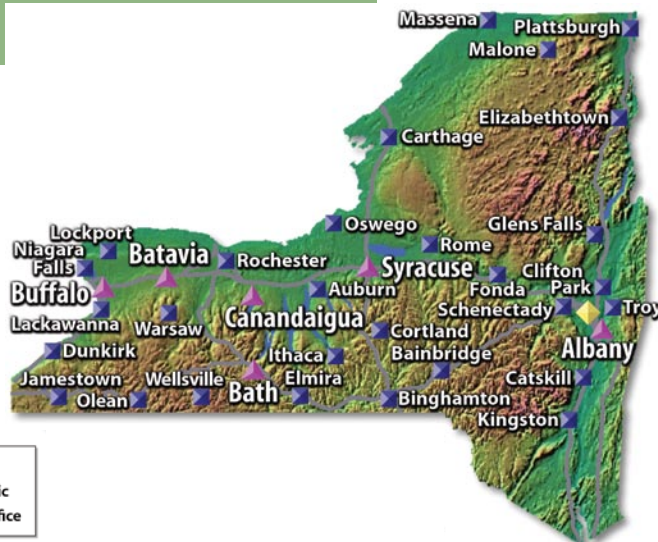
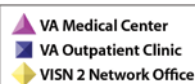
17 Lansing Street
Auburn, NY 13021
(315) 255-7002

Bainbridge

109 North Main Street
Bainbridge, NY 13733
(607) 967-8590

Binghamton

425 Robinson Street
Binghamton, NY
13904
(607) 772-9100



Carthage

3 Bridge Street
Carthage, NY 13619
(315) 493-4180

Catskill

Greene Medical Bldg.
159 Jefferson Heights
Catskill, NY 12414
(518) 943-7515

Clifton Park

1673 Route 9
Clifton Park, NY 12065
(518) 383-8506

Cortland

1129 Commons Avenue
Cortland, NY 13045
(607) 662-1517

Dunkirk

Valor Health Center
166 East Fourth Street
Dunkirk, NY 14048
(800) 310-5001

Elizabethtown

P.O. Box 277
Park Street
Elizabethtown, NY 12932
(518) 873-3295

Elmira

Health Services Bldg.
200 Madison Avenue
Suite 2E
Elmira, NY 14901
(877) 845-3247 (Bath)

Fonda

Camp Mohawk Plaza
2623 State Highway 30A
Fonda, NY 12068
(518) 853-1247

Glens Falls

84 Broad Street
Glens Falls, NY 12801
(518) 798-6066

Ithaca

VA Outpatient Clinic
10 Arrowwood Drive
Ithaca, NY 14850
(607) 274-4680

Jamestown

The Resource Center
896 East Second Street
Jamestown, NY 14701
(716) 661-1447

Kingston

63 Hurley Avenue
Kingston, NY 12401
(845) 331-8322

Lackawanna

Our Lady of Victory
Family Care Center
227 Ridge Road
Lackawanna, NY 14218
(716) 822-5944

Lockport

Ambulatory Care Center
5875 S. Transit Road
Lockport, NY 14094
(716) 433-2025

Malone

183 Park Street
Suite 3
Malone, NY 12953
(518) 481-2545

Massena

1 Hospital Drive
Massena, NY 13662
(315) 769-4253

Niagara Falls

VA Outpatient Clinic
2201 Pine Avenue
Niagara Falls, NY
14301-2300
(800) 532-8387

Olean

465 North Union Street
Olean, NY 14760-2658
(716) 373-7709

Oswego

Seneca Hills Health Services Center
105 County Route 45A
Oswego, NY 13126
(315) 343-0925

Plattsburgh

80 Sharron Avenue
Plattsburgh, NY 12901
(518) 561-6247

Rochester

465 Westfall Road
Rochester, NY 14620
(585) 463-2600

Rome

125 Brookley Road
Bldg. 510
Rome, NY 13441
(315) 334-7100

Schenectady

1322 Gerling Street
Sheridan Plaza
Schenectady, NY 12308
(518) 346-3334

Troy

Troy Primary Care Practice
295 River Street
Troy, NY 12180
(518) 274-7707

Warsaw

Wyoming County
Community Hospital
400 N. Main Street
Warsaw, NY 14569
(585) 297-1050

Wellsville

3458 Riverside Drive,
Route 19
Wellsville, NY 14895
(877) 845-3247 (Bath)

VETERANS' Wellness

Network 2 Communications
465 Westfall Road
Rochester, NY 14620

- For enrollment information, call 1-888-823-9656.
- For medical care and clinic appointments, call your local primary care doctor or your local VA medical center.
- For reliable health information on the Web, visit www.myhealth.va.gov.